

M A R Y L A N D Bicycle and Pedestrian Advisory Committee



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Chairperson

November 20, 2009

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Resolution for Annual Assessment of State Highway Administration's Bicycle and Pedestrian Customer Service Performance by MBPAC

Whereas:

- The Maryland General Assembly finds that it is in the public interest for the State to include enhanced transportation facilities for pedestrians and bicycle riders as an essential component of the State's transportation system;
- The Maryland State Highway Administration (SHA) is a key State agency to provide enhanced bicycle and pedestrian facilities as an essential component of the State's transportation system
- SHA's FY 2008-11 Business Plan calls for an annual two percent increase in existing bicycle and pedestrian facilities on state highways
- SHA's motto is "*Customer Driven...Now More Than Ever*"
- SHA has adopted a Customer Bill of Rights which includes bicyclists and pedestrians
- SHA recognizes that their customers have the right to express their level of satisfaction with SHA services
- Maryland Bicycle and Pedestrian Access Committee (MBPAC) has become aware of persistent reports of customer dissatisfaction with SHA responses to bicycle and pedestrian related service requests which are inconsistent with established policies
- MBPAC is designated by the General Assembly to provide guidance to State agencies concerning issues directly relating to bicycling and pedestrians.

Therefore it is resolved that

- MBPAC appreciates SHA's renewed efforts to improve customer services
- MBPAC shall monitor SHA's performance regarding responsiveness to its bicycling and pedestrian related customer services and

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- Submit an Annual Assessment of and recommendations relating to SHA's performance to the SHA Administrator and the MDOT Secretary of Transportation
- MBPAC shall endeavor to work with SHA and MDOT staff and concerned stakeholders in the development of an assessment program.
- The Annual Assessment shall be completed by October 1st of each year, beginning in 2010.